YOU CAN START RIGHT NOW

Getting started is easy because as a valued Mobility customer, you are already in the system. All you need is your Mobility Direct password to access the system. A default password is already established for you.

Your default password is your eight-digit date of birth. For instance, if your birth date is April 30, 1940, your password will be 04301940.

To change your default password, call the general Mobility number, **410-764-8181**, and select the customer information option. After entering your identification number, you can select option 1 to change your password.

MOBILITY LINK

For more information,
visit www.mta.maryland.gov/mobility
or call 410-764-8181
or MD Relay Service at 711.

The information in this brochure is available in an alternate format upon request.
Please contact MTA Office of Customer and Community Relations.
410-767-3999 • 866-743-3682
TTY 410-539-3497

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MTA
Maryland

Maryland Department of Transportation

MOBILITY LINK

MOBILITY DIRECT
AUTOMATED PHONE SERVICE

LINKING YOU
www.mta.maryland.gov

MOBILITY DIRECT, ANY TIME AT ALL

No more waiting on-hold or missing customer service hours. It's round-the-clock direct access to your Mobility service needs.

Mobility Direct is a free 24-hour, self-service feature that eliminates the need to speak with a Call Center agent to manage your Mobility trips. Mobility Direct allows you to tailor your Mobility trips – directly from your touch-tone phone.

Mobility Direct is an Interactive Voice Response (IVR) system. IVR technology allows you to access your account information and interact with the Mobility computer system through keypad selections. Simply call the general Mobility number, 410-764-8181, and if an option you select has Mobility Direct capabilities, you will be prompted to follow instructions to begin your self-service journey.

If you prefer to speak with a Call Center agent, or do not have a touch-tone phone, that service is still available during regular Mobility business hours.

MOBILITY DIRECT? HELP YOURSELF!

Help yourself to easy Mobility service management. The power is at your fingertips.

Use your keypad to:

- Check the status of your trips on the day of service
- Confirm scheduled trips
- Cancel scheduled trips
- Access a list of answers to frequently asked questions
- Verify your contact information on file (includes Mobility expiration information) and check the status of your Mobility account
- Change your Mobility Direct password
- Change the phone number you want called when the Mobility vehicle arrives for pick-up

IT KEEPS GETTING BETTER.

Mobility Direct will even call you for service reminders and vehicle arrivals. It's effortless. You will receive the calls automatically unless you elect otherwise.

Select whether to receive reminder calls the evening before your ride. When you receive a reminder call, you will have the opportunity to cancel your ride if you no longer need the scheduled trip.

Select whether to receive vehicle arrival calls when the vehicle arrives at your pickup location.

* Please note that Mobility Direct trip options are only available for trips already scheduled in our system. You still need to speak to a Reservations Agent to schedule your new trips.

SCHEDULING NEW TRIPS

You will need to speak to a Reservations Agent to schedule new trips. Once a Call Center agent has entered your reservation into the system, you can use Mobility Direct options for all scheduled trips.

To schedule new trips: **410-764-8181**

Mobility Business Hours
Sunday – Saturday, including Holidays
8:00 a.m. – 5:00 p.m.